

RAAV Poll Worker Training Project

**Training poll workers on
disability, accessibility,
and accommodations**

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Project Overview



Problem: People with disabilities continue to face barriers on Election Day

Cause: Poll worker knowledge of accessibility and disability accommodation is lacking

Solution: Work with voters and election administrators to develop and pilot improved poll worker training materials and best practices

Voter Experience Surveys

- Phone Survey of 1,200 voters with disabilities in Missouri and Tennessee
- Major Findings:
 - Polling places continue to be inaccessible
 - Voters feel that poll workers do not know enough about available accommodations
 - Voters feel that poll workers are uncomfortable with and not knowledgeable about accessible voting equipment

County Clerk Interviews

- Interviewed 10 County Clerks from Missouri
 - Observations:
 - Most common poll worker training is PowerPoint and lecture
 - Average amount of time allowed for training is 1 ½ to 2 hours
 - Many Clerks opposed to collecting formal evaluations
 - Lack of funding prevents County Clerks from making some improvements

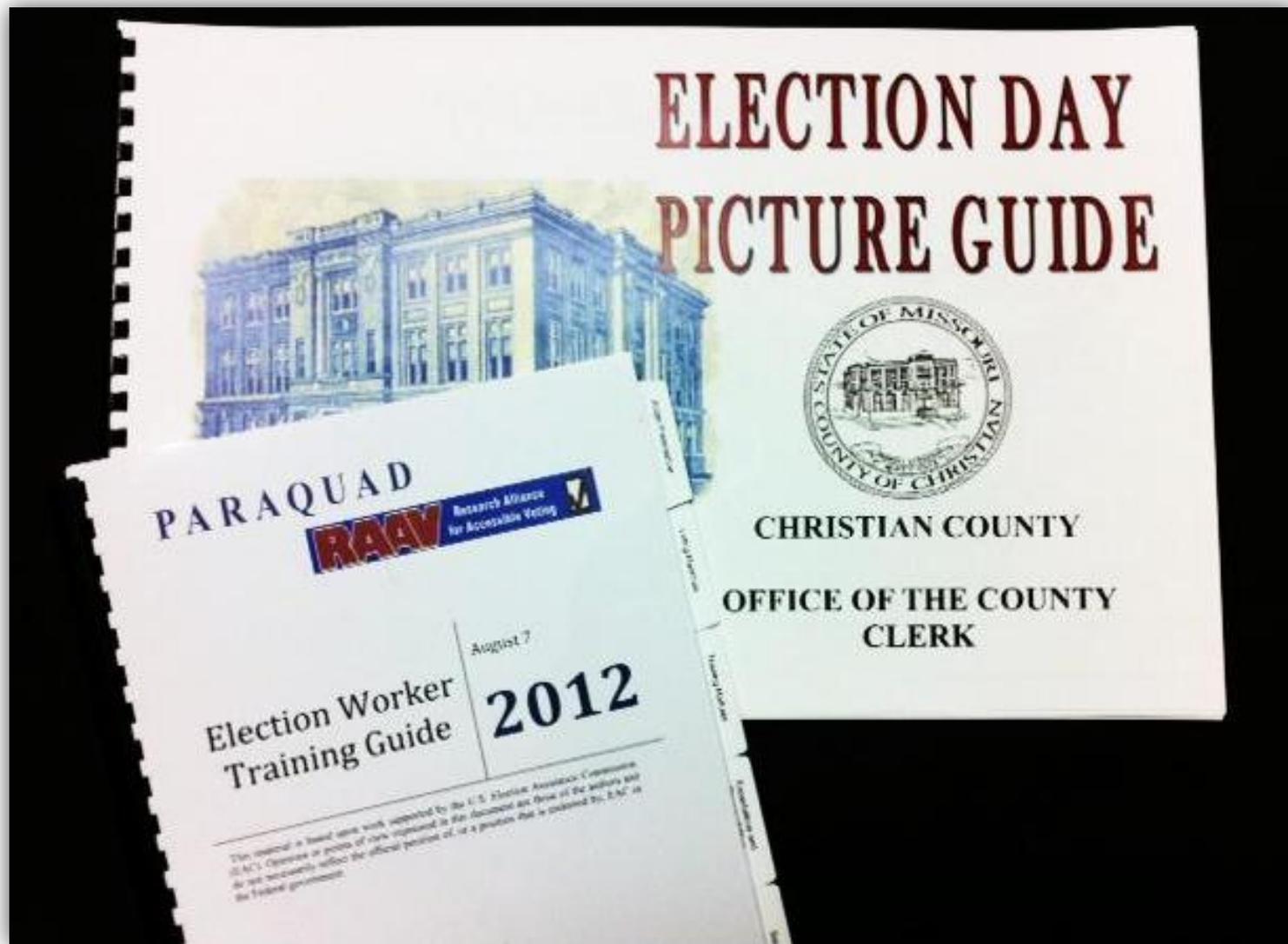
County Clerk Interviews

- Interviewed 10 County Clerks from Missouri
 - Needs Expressed by Administrators
 - Poll worker retention of information
 - Interactive, hands-on trainings are well-received but hard to implement
 - Checklists and visual aids
 - Need More Workers
 - Accessible signage and placement of signage

What We Know about Training Adults

- Use Mixed Methods
- Adults Learn More by Participating
- Distribute Handouts
 - Route Maps-Clear Objectives
- Repeat and Reinforce

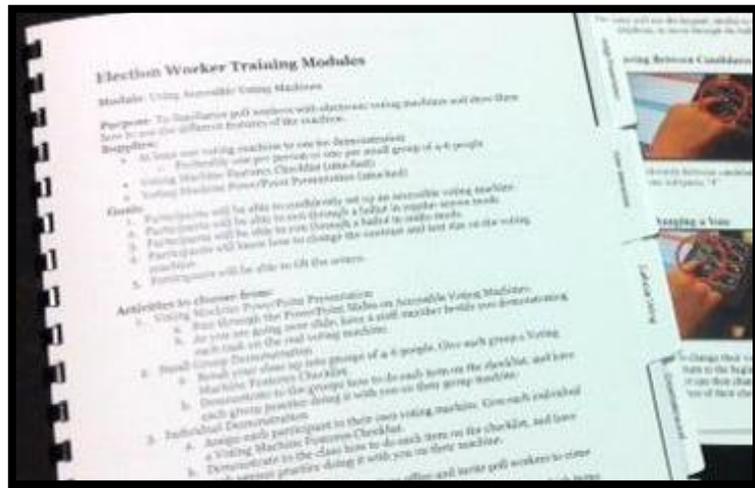
Pilot



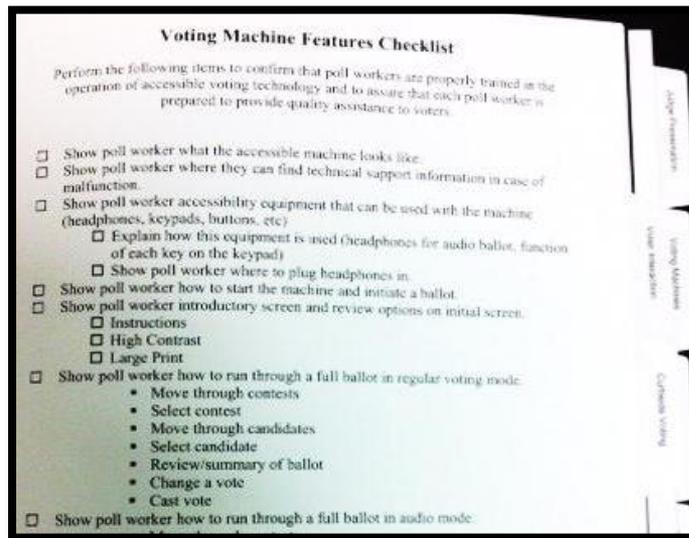
Training Focus Areas

- Voting Machine Use
- Polling Places-Accessible Set-Up
- Accommodations: Curbside Voting

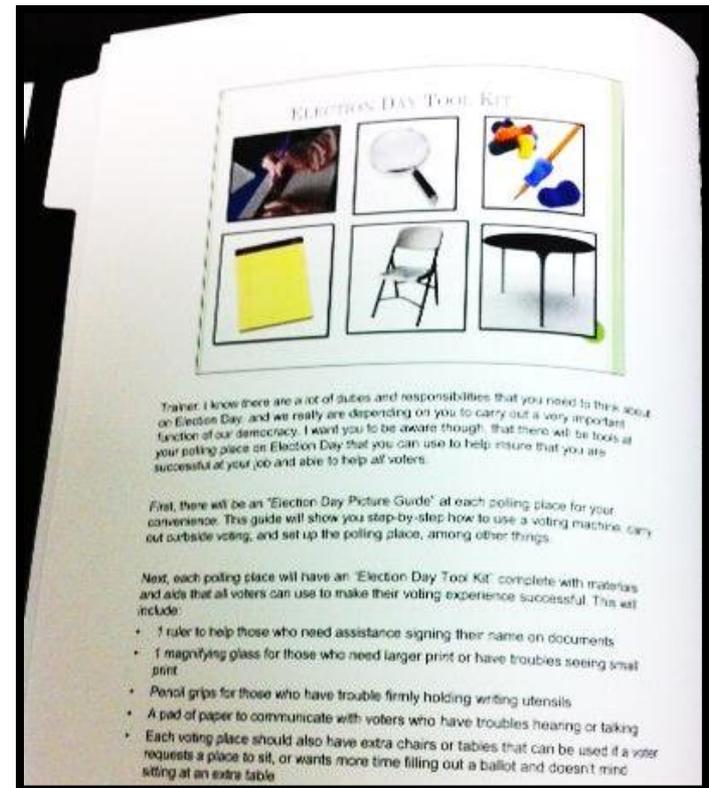
Pilot-Training Guide



Lesson Plans



Handouts/Checklists for Poll Workers

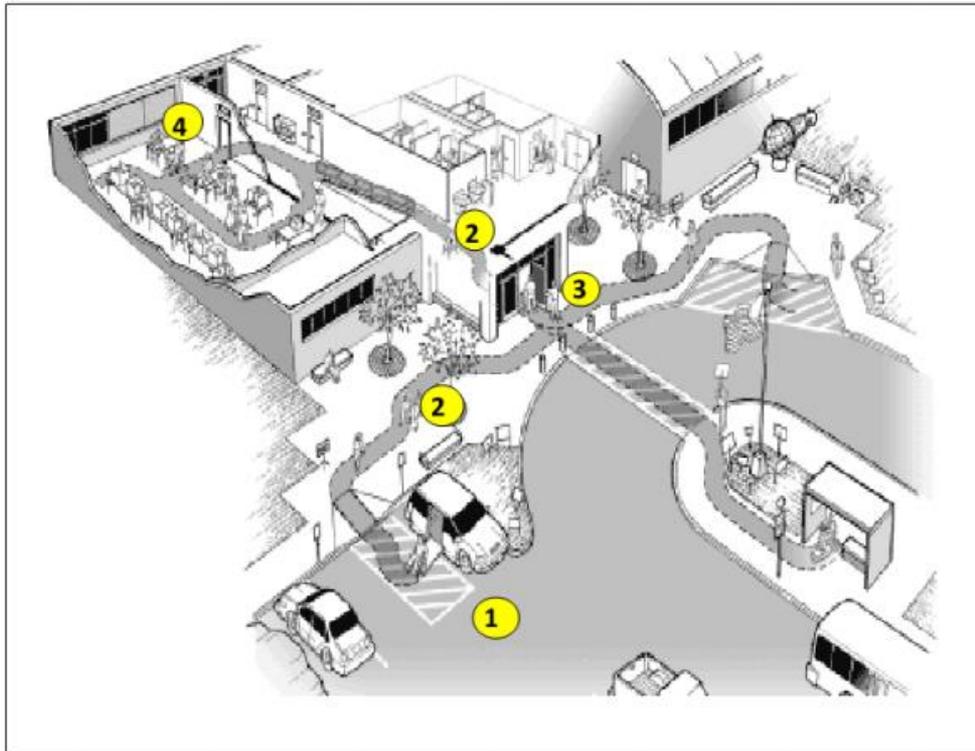


Sample PowerPoint Slides and Notes

Paraquad and Tennessee Disability Coalition

- Election Day Job Aid
 - “Election Day Picture Guide”
 - Modeled After St. Louis City’s Guide
 - Step by step picture guide focused on:
 - Polling Place Set-Up
 - Using Accessible Voting Machine Features
 - Curbside Voting
 - Available at Polling Places on Election Day

Ideal Polling Place Map



1. Parking

- Accessible parking is clearly marked
- Access aisle next to accessible parking is 8 feet wide (van) or 5 feet wide (car)
- Parking spots are reasonably level
- Parking can be created using cones

2. Accessible Route

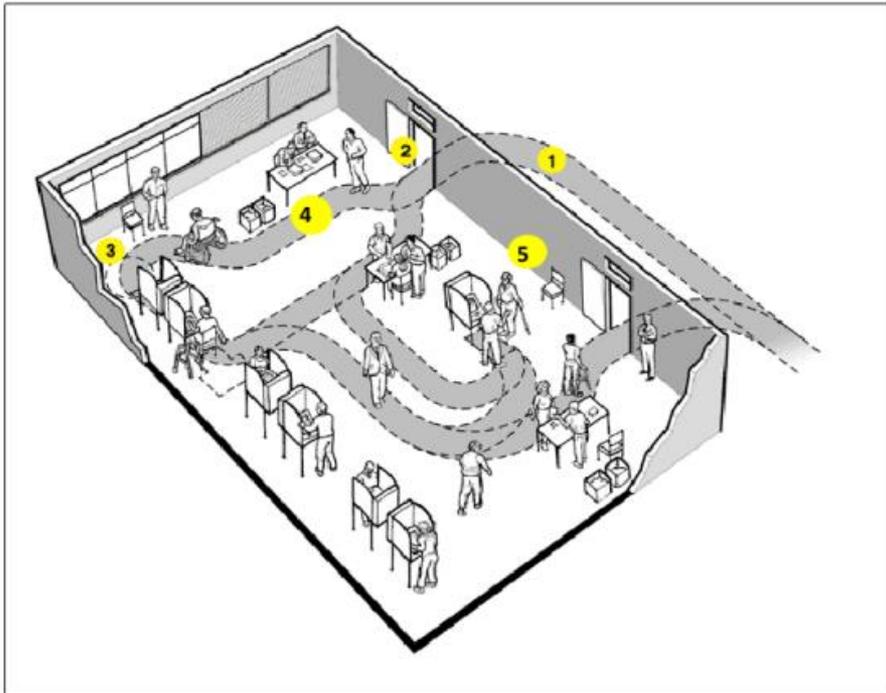
- Accessible routes located and marked with signage
- Route does not contain steps
- Curb cut located if curb present
- Routes are free of debris and clutter

3. Entrances and Doorways

- Accessible Entrance located and marked
- Doorway at least 36" in width (If no, prop open)
- Doorway has handle that is easily opened with closed fist and not excessively heavy (If no, prop open)

4. Voting Area (On Back)

Ideal Polling Place Map



Pictures from US Dept. of Justice: ADA Checklist for Polling Places

1. Pathways

- Clear and free of debris and clutter
- At least 36" wide

2. Entrances and Doorways

- Doors that are heavy or narrow are propped open

3. Voting Machine Set-Up

- There is enough space between machines and walls for maneuverability (especially wheelchair maneuvering)
- At least one accessible voting station is set up (lower than other voting stations)

4. Sign-In Tables

- Ample space in front of table for maneuverability
- Height of table is 28-34 inches

5. Tables and Chairs

- There is an extra table and chairs available for voters who request them

Pilot-Picture Guide

Using the Electronic Voting Machine

AccuVote



This is the Electronic Voting Equipment at your precinct. It is set up for all voters and has features that improve accessibility.

Accessibility Equipment



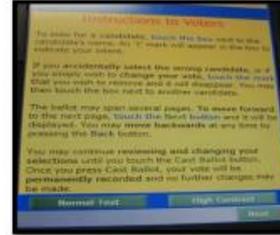
The AccuVote comes with headsets and a keypad, which are used during audio voting.

Initiate Ballot



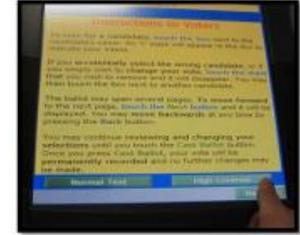
To start the voting process, insert the voter's card into the slot shown here.

Start Up Screen



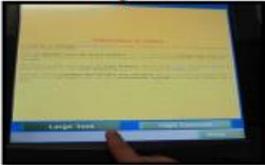
When the ballot is loaded, this screen appears. Notice the options at the bottom of the screen.

High Contrast



If a voter requests high contrast, press "High Contrast" on the bottom right of the screen.

Large Print



If a voter requests large print, press "Large Text" on the bottom left of the screen.

Adjust Screen Tilt



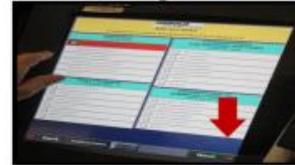
If the voter complains of glare on the screen or requests the screen be tilted, adjust the screen by pushing the button on the back bar and lifting the screen up.

Proper Space



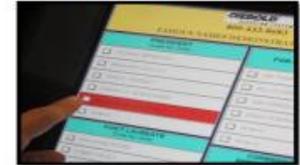
When setting up the machine, make sure there is ample space between the machine and the wall for maneuvering.

Selecting Contest



To move between contests, select the "Next" button on the bottom right side of the screen.

Select/De-Select Candidate



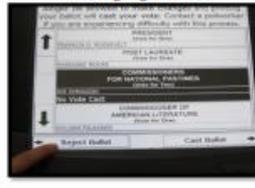
To select and de-select candidates, just touch the name of the candidate you wish to select.

Review/Summary of Ballot



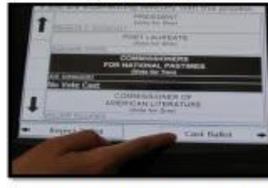
When a voter is finished moving through the ballot, a summary screen will appear. Use the arrows to review choices.

Changing a Vote



If a voter wished to change their vote in one or more contests, they will push "Reject Ballot." All ballot choices will still be selected, the voter can change votes in the contest of their choice.

Cast a Ballot



After filling out a ballot, press "Cast Ballot" to officially record votes.

Confirmation



A confirmation screen will appear when ballot has been cast successfully.



Pilot-Picture Guide

Using an Audio Ballot

Necessary Equipment



To utilize the audio ballot, you will need headphones and a keypad.

Initiating Audio Ballot



To initiate the audio option, simply plug the headphones in.

Moving Through Ballot



The voter will use the keypad, similar to that of a telephone, to move through the ballot.

Keypad Functions



4&6: Move between candidates; **2&8:** Move between contests; **5:** Selects and de-selects; **9:** Casts vote; **7:**Rejects ballot

Controlling Volume



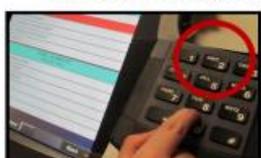
To adjust audio volume, use volume control on headphones.

Moving Between Contests



To move from one contest down to the next, the voter will press "8"

Moving Between Contests



To move from one contest up to the previous, the voter will press "2"

Moving Between Candidates



To move backwards between candidates, voter will press "4"

Moving Between Candidates



To move forwards between candidates, voter will press "6"

Select/De-Select Candidates



To select or de-select a candidate, voter will press "5"

Repeat Instructions



If voter needs instructions repeated, voter can wait and instructions will automatically repeat

Review/Summary of Ballot



When voter has completed ballot, a summary screen will appear. The audio will read through every contest and selection.

Changing a Vote



If a voter wishes to change their vote, they will press "7" to return to the beginning of the ballot. The voter can then change their vote in the contest of their choice.

Casting a Vote



Once at the summary screen, the voter will press "9" to cast a ballot.

Confirmation



Once the vote has been officially recorded, the audio will announce that the vote has been cast

CHALLENGES

1. Training Time Constraints
2. Financial Constraints
3. Confusion with ADA Guidelines
4. Limited Evaluation Techniques

General Findings

- Poll workers find it helpful to have variety of training methodology
- Election Day Picture Guide was well received and used by poll workers

Election Day Picture Guides

- 51% Used Picture Guide
- 90% Guide was Helpful
- Picture Guide Uses
 - Voting Machines: 47%
 - Polling Place Set-Up: 36%
 - Curbside Voting: 13%
 - Other: 4%

If you only take 3 things away with you today...

- Consider training based on teaching workers how to use job aids
- Work with community members, disability groups year round
- Train poll workers on how to use accessibility features of voting equipment, not just set up.. follow up with job aid

Regarding Polling Place Accessibility...

- Keep yourself and staff up to date on ADA, HAVA
- Troubleshoot accessibility issues well before Election

For Continued Growth and Improvement...

- Create and utilize networking opportunities
- Evaluate yourself, your staff, and poll workers

Message from the Community...

- Hire people with disabilities as poll workers and election staff

More information..

- Handout is available to give more detail on recommendations and resources for who to contact

Questions

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